



Your guide to  
**visitor parking permits**

# Contents

- 03** Introduction
- 04** Benefits of our visitor permits
- 04** How it works
- 06** How to register and apply for your permit
- 07** Visitor permit charges
- 08** Booking a parking session for your visitor
- 09** Text messages
- 10** Passwords and PINs
- 11** Frequently asked questions
- 12** Get in touch



## Introduction

We've recently moved to a new system for visitor parking permits.

The new permit is operated by RingGo. RingGo is already widely used for pay and park services across London and beyond. You may already have an account with them.

This new system is more secure and more flexible, allowing you to make changes to your account, or book a session 'on-the-go', using an app on your mobile device, or by calling from your phone.

We know that changes like this can sometimes be confusing, or take a little while to get used to. So we've produced this handy guide to help explain all the processes involved, from registering and applying for a permit, to booking parking sessions.

**We hope you find it useful.**



## Benefits of our visitor permits

- ✓ No need to put a permit in the car window
- ✓ You can renew and manage it online
- ✓ It's cheaper than pay-and-display
- ✓ Unlike pay-and-display, the length of your visitor's stay is unrestricted and you can extend your parking session
- ✓ It meets new, tougher standards to protect your data.

## How it works

You can manage your new permit online, via the RingGo app or over the phone.

You can apply for an H&F visitor permit if you are a resident of the borough.

Permits are only valid for the parking zone where you live.

The permit is digital, so there's no paper permit. Instead, you book and pay for your visitor parking sessions when you need them. But first, you need to register with RingGo and set up your virtual visitor permit.





# How to register and apply for your permit



## Register with RingGo

1

- Go to [www.ringgo.co.uk](http://www.ringgo.co.uk) or download the RingGo app from your usual app store.
- Register for free, then log in to your account and apply for your permit. Keep a reminder of your password somewhere safe.
- Next, add the details of your chosen vehicle (colour, make, registration number) by clicking on 'My vehicles' in the left menu, and adding a new one.
- OR, add a vehicle once you need to book a parking session for a visitor. If you forget your password and don't have a vehicle linked to the account, you'll need to call the RingGo helpline to reset your password (see back page).
- You can fill in a paper application if you are not online (see back page).

2

## Apply for a permit via your RingGo account

- You apply for a visitor permit, or a Disabled residents' visitor permit through your RingGo account.
- You may need to upload some identification documents to help us process your application.
- Your permit needs renewing each year.

3

## Book and pay for your visitor parking sessions when you need them

- Once you have your permit, you can book your visitors' parking sessions on a pay-as-you-go basis.
- Do this either online through your account, by using the RingGo app, or by phoning.
- You can link up to three phone numbers to your account.
- You'll need a credit or debit card to book a session.

## Visitor permit charges

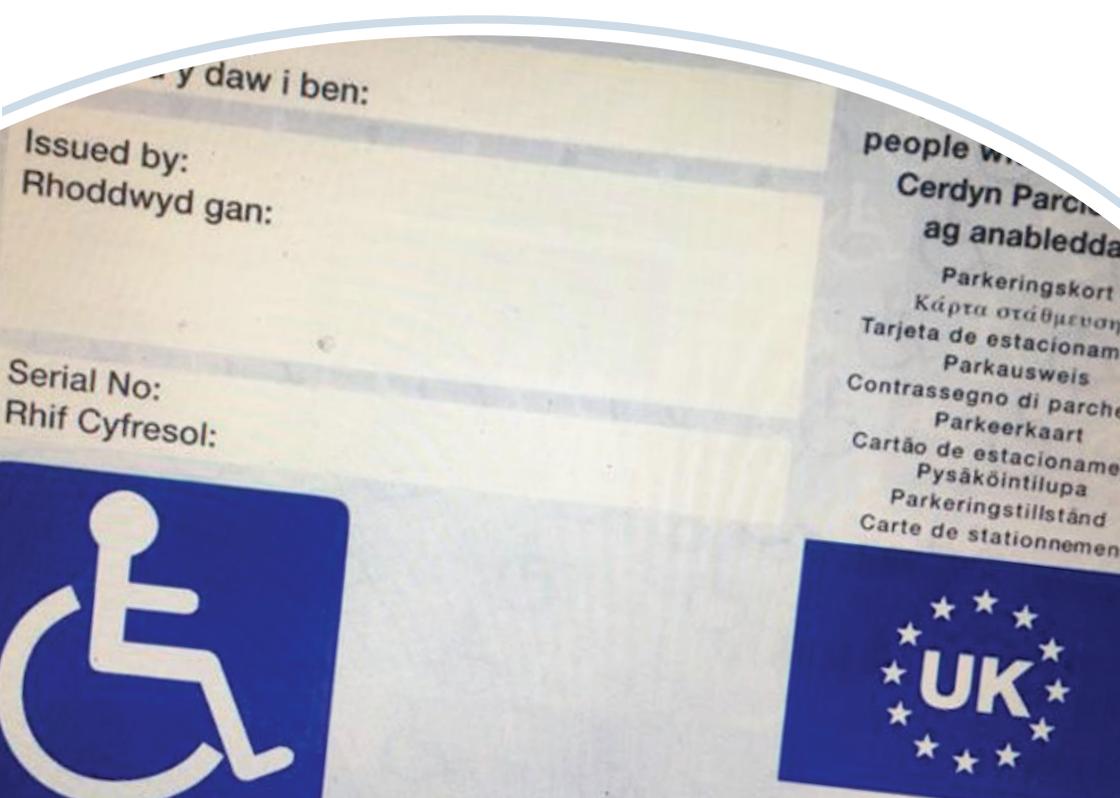
The permit itself is **free**, you pay for parking sessions on a pay-as-you-go basis.

The charge for visitor parking is **£1.80 per hour** in all zones – cheaper than our standard pay-and-display charge.



### Disabled residents' visitor discount -

There is a discounted rate for Disabled users of **90p per hour** in all zones for the first 240 hours of parking each year. To be eligible, you must have a Blue Badge, or be registered disabled in H&F.



## Booking a parking session for your visitor

Your permit allows unlimited visitor parking sessions in your parking zone.

For more information about parking sessions and details about using the permit in your parking zone, please see

⇒ [www.lbhf.gov.uk/visitorpermits](http://www.lbhf.gov.uk/visitorpermits)

You can book and pay for visitor parking sessions online

⇒ <http://myringgo.co.uk/lbhf>

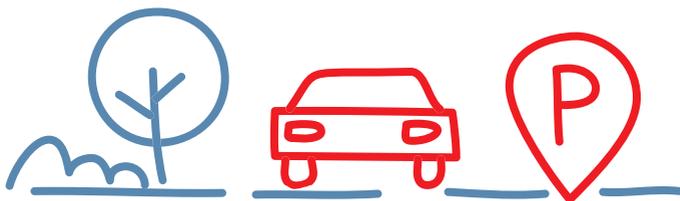
or via the mobile app

⇒ <https://www.myringgo.com/apps>. Alternatively, call 020 3046 0170.

Simply book sessions when you need them, choosing the length of time you expect your visitor to stay. The session starts as soon as you've paid.

The minimum session is 15 minutes, but you can extend this by 15 minutes at a time if you need to. We can't refund unused time, so recommend booking shorter sessions and extending where needed.

**You can't book a parking session in advance.**





## Text messages

Once you've booked a visitor parking session, RingGo will send you a text message to confirm your booking and a reminder text 10 minutes before it's due to end.

Each text you receive from RingGo costs 20p.

You can opt out of receiving these texts when you register. The default setting is for users to receive them, so you'll need to uncheck the box to stop them being sent. If you think they might be useful, you can always amend your text preferences in your RingGo account later. Just log in to your RingGo account, choose 'My RingGo account/Settings' from the left hand navigation and amend your SMS settings.

You can also check your active RingGo sessions any time by logging onto your account online, or via the app.



# Passwords and PINs

## To change your Password or PIN

- Login to your H&F RingGo visitor permit account.  
➔ <https://myringgo.co.uk/lbhf/login>
- In the left hand navigation options, choose 'Change PIN/Change Password', enter your PIN or Password
- Enter your chosen new PIN/Password, then confirm by entering it again

## Forgotten your password or PIN?

- Go to the H&F RingGo visitor permit login page.  
➔ <https://myringgo.co.uk/lbhf/login>
- Choose 'Forgotten your Password or PIN?' and follow the instructions

## Resetting your password or PIN if you've not added a vehicle registration number to your account

- Please call RingGo on **020 3046 0047** (standard rates) between 8am and 5pm, Monday to Friday.

## Stopping RingGo asking for a PIN when calling from your landline

- If you've opted to use a landline as one of your allowed telephone numbers, you can stop RingGo asking for a PIN when you call from it. Log in to your account and choose 'My RingGo account/Settings' from the left hand navigation and amend your SMS settings.



## Need more help?

For further help with any of these steps, call **020 3046 0047** (standard rates).



## Frequently asked questions

A full list of FAQs covering all previous topics can be found at:  
**[www.lbhf.gov.uk/visitorpermits](http://www.lbhf.gov.uk/visitorpermits)**

# Get in touch

If you have any queries we've not covered in this booklet, or in our FAQs, we'd be happy to help you.

## H&F Parking Services

For help setting up a new permit, or advice about using your permit:

- **020 7371 5678** Monday to Friday, 8am to 5pm and on Saturday, 9am to 5pm (excluding bank holidays),
- Or email anytime on **enquiries@lbhfparking.com**

## Applying by post or email

To apply for your permit by post, or email please contact us using the details above.

## Booking parking sessions and payment

- By phone, call RingGo's automated payments line on **020 3046 0170**.
- Online via H&F RingGo visitor parking website. **<https://myringgo.co.uk/lbhf>**
- Or use the RingGo mobile app. **<https://www.myringgo.com/apps>**

## All other enquiries, including password resets

- Phone **020 3046 0047** (standard rates) between 8am and 5pm, Monday to Friday.

